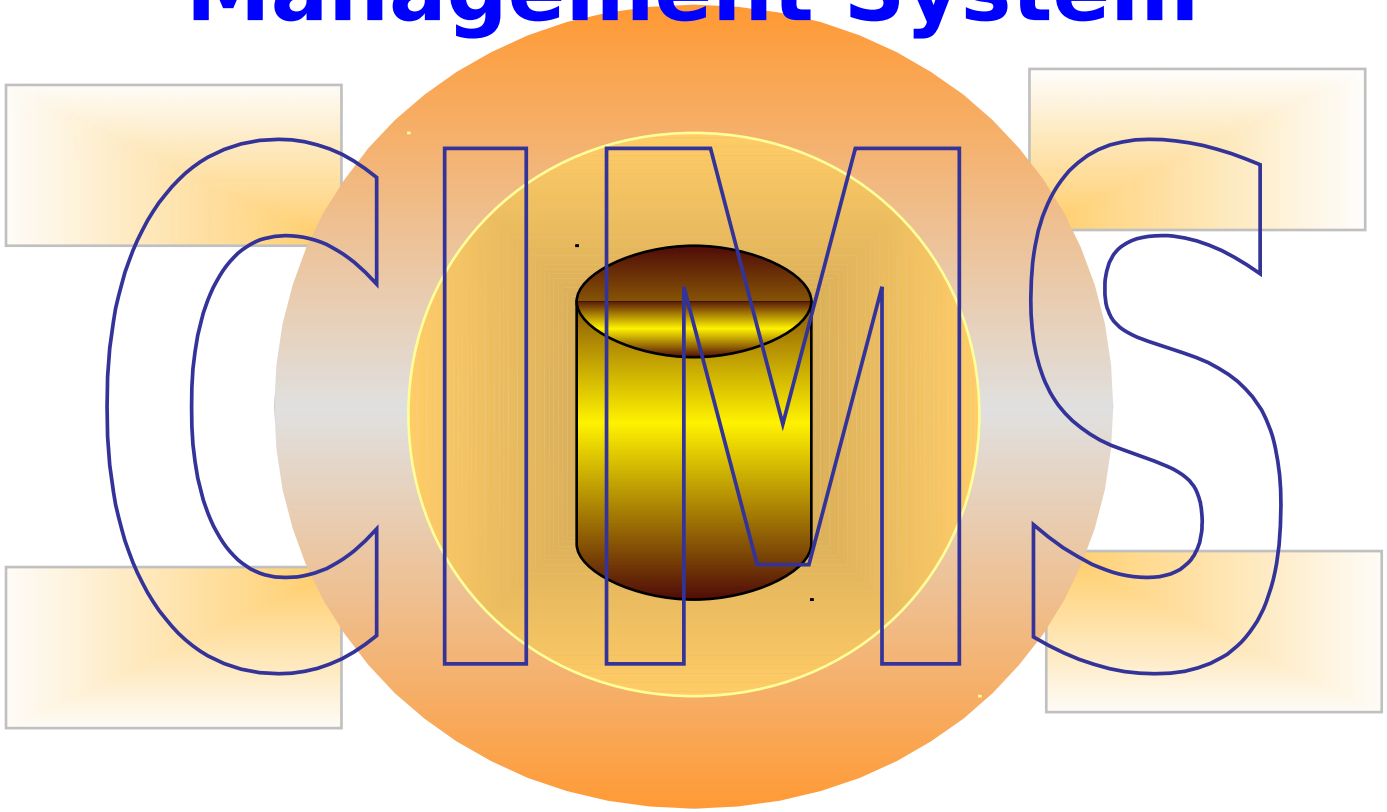
SPAWAR Systems Center Charleston presents…

Collaborative Information Management System



Mission Statement

To provide a system that enhances the processes, tools, and capabilities used by management to strategically direct, support, and plan for the current systems fielded today and those of tomorrow.

Background

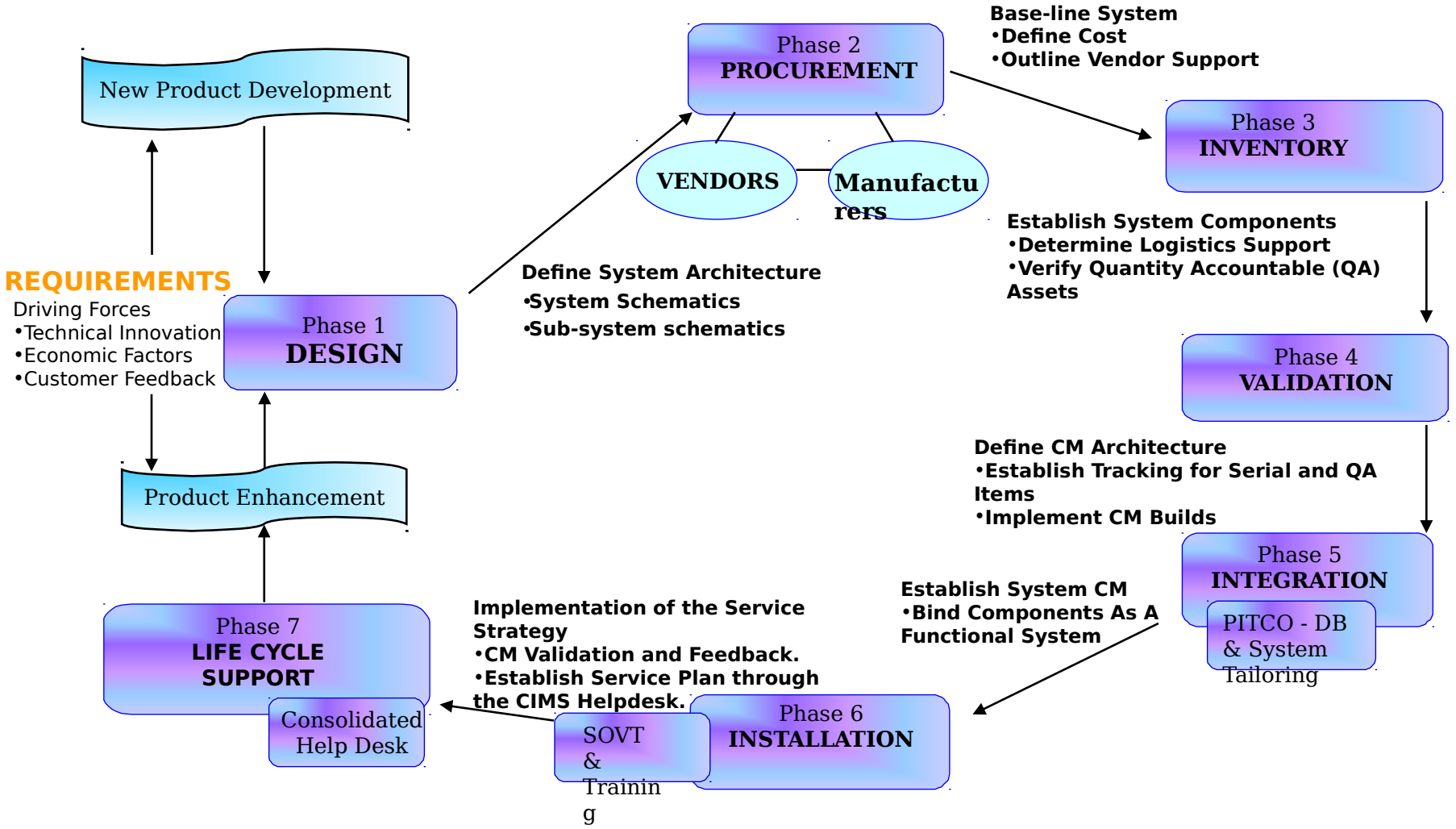
As information management solutions have become less centralized, desktop solutions have become increasingly important. Products such as Microsoft Excel and Access are frequently used to track inventories and work such as installations.

As more and more information resides on an individual's desktop, less information is readily available to others who may need it. These solutions can not support enterprise-wide information management requirements.

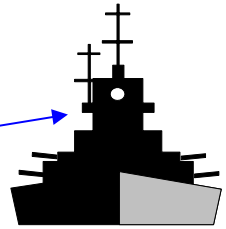
Scope Of Operations

- Whether an organization is introducing a new product or some technologically innovative change, the resultant products flow through a **Systems Engineering Support Process** (SESP). Efficiencies and economies are realized when these processes are common across the enterprise.
- These processes are molded by the fundamental infrastructure of an organization. While common in scope, these processes *frequently vary in execution*.
- CIMS has been designed to accommodate these variations. By maximizing interoperability, CIMS *adapts the product to the organization's processes*.

Systems Engineering Process



Integrated Solution



Fleet Support

Help Desk
Customer Support

Maintenance

CIMS
System

Procurement

CM

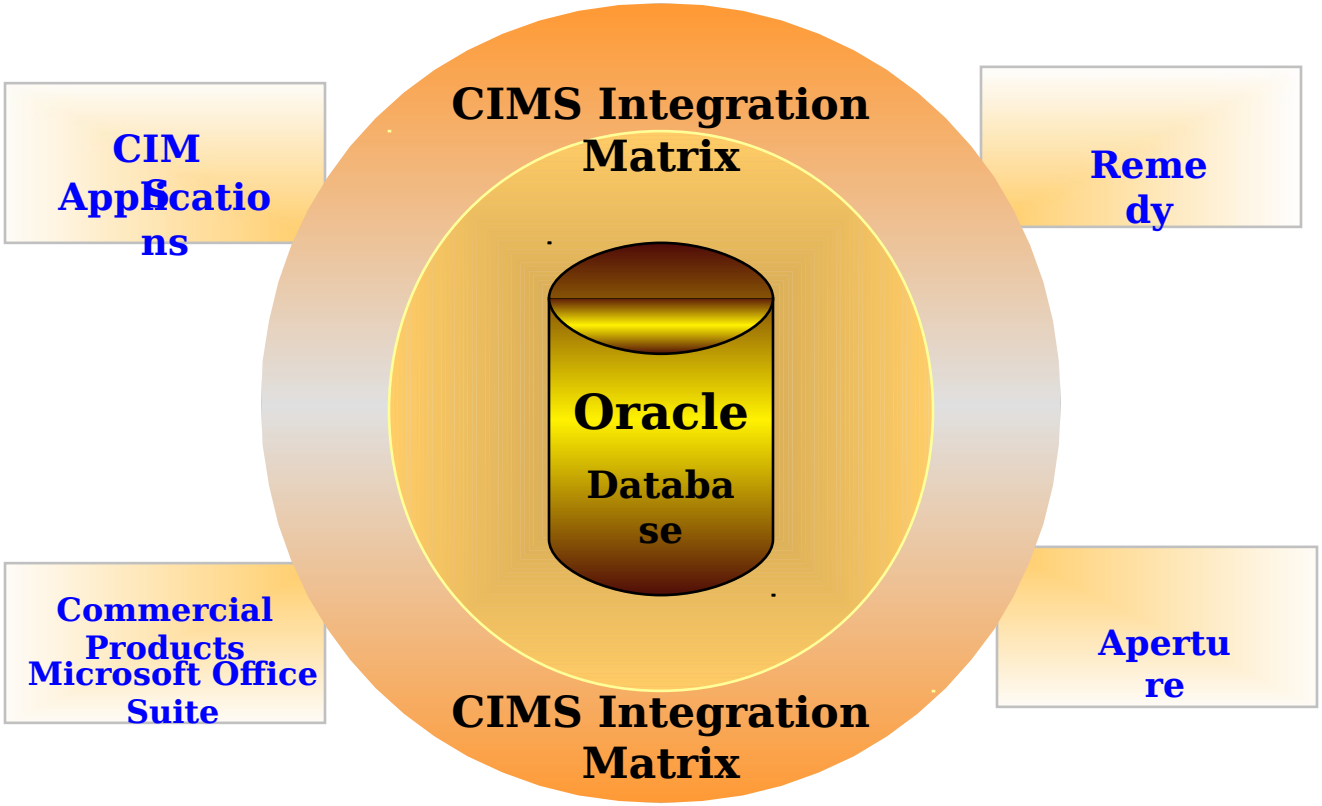
Inventory

Objectives

CIMS is a multi-program managerial initiative which is committed to:

- Promoting the establishment of common processes and enabling collaborative information management as part of the Systems Engineering Support Process.
- The establishment of process-oriented tools and applications required to direct the development, fielding and support of today's and tomorrow's systems.
- Providing a low cost long-range solution for the management of information related to procurement, configuration, installation and logistics support.
- Providing an Integrated Product Environment that leverages the capabilities of commercial software, allowing for flexible solutions at lower cost.

CIMS Environment



System Overview

- The CIMS core environment is based on an Oracle 8.0 platform. Migration to the Oracle 8i environment is underway and currently in testing.
- The core CIMS database is enhanced by a variety of commercial software applications such as Remedy, Aperture, Microsoft Office, and Crystal Reports.
- The CIMS application binds and incorporates the common Oracle architecture, tools and surrounding peripheral products to form an integrated system.
- All CIMS applications form an Integrated Suite of products which features and provides:
  - A centralized architectural design, controls, and forms.
  - A Relational Information Repository that delivers metrics across individual systems, products, and sponsors.

CIMS a Hybrid System

Government-designed system leverages COTS components

- Lower initial costs and life-cycle costs than a total COTS package
  - Only portions of the system require licensing fees
  - Core system upgrades controlled by government
  - Leverage Oracle Enterprise License
  - Leverage applications already in use (Aperture, Remedy)
- Greater design and cost stability over life of system
- Greater flexibility through increased ability to customize system

CIMS Flexibility a Plus

- Modify operations, fields, table structure as required
  - Mold the product to the process, *not* force the process to fit the product
  - Meet all program specific needs and still maintain a centralized architecture
- Supports enterprise-wide warehousing of:
  - Procurement and cost data
  - Installation data
  - Technical drawings
- Can provide bulk loading of legacy data

CIMS Characteristics and Capabilitie

Systems Engineering Support	→	Design, Procurement, CM…
Flexible / Non-Proprietary	→	Easily Customized, User Defined
Thin Client	→	Better admin / remote access
Metrics	→	Feedback and Management
Graphics Package	→	Ring Charts, CM, Library…
Help Desk	→	Responsiveness / Fleet Support
Oracle Based	→	Ent License / Interoperability

Supports Current and Future Processes

- Procurement and Cost Capture
- Logistics Support
- Cross-Program Inventory
- Ring Charts
- Configuration Control Board
- Installation Processes and Systems Integration
- Fleet Technical Support
- Technology Refreshment

Procurement and Cost Capture

- Able to capture data for individual parts/components, suites and, systems:
  - Price and Cost
  - Contract Information
  - Manufacturer and Vendor
  - Version / Release
  - Installation Information
  - Trouble Calls and other Feedback

Logistics Support

- Incorporated into work processes (design, installation, upgrades, maintenance, & customer feedback)
- Warranty tracking, Lowest Repairable Units (LRU), and Technical Documentation
- Total Cost of Ownership
- Asset Management

Cross-Program Inventory

- Search for and sort equipment and component information across PMW / PD boundaries by:
  - Manufacturer
  - Cost
  - Platform
  - Version
  - Contract
- Provide better support to the Fleet
- Makes upgrades easier, more cost effective

Ring Charts

- Portray networks, building and room layouts, and equipment/components
- Aperture linked to Oracle Database via CIMS
  - Modify CIMS, not Aperture for future changes – lower cost
- Link diagrams with procurement, cost, installation, and other data

Configuration Control Board

- Repository for Baseline Configuration Data
- Supports Configuration Control and Change Management both within and across Programs
- Can be tied in with present Ring Chart process
- Ultimately, BESEPs/IDPs can be done on-line within CIMS environment

Installation Processes and Systems Integration

- Inherent flexibility of database and integrated applications allows for support of a number of installation processes
- Supports a Technical Drawing Library
  - Drawings in native format (Autocad, Visio, Aperture, etc)
- Provides feedback mechanism to capture lessons learned
- Ability to combine items from across Programs facilitates Systems Integration

Fleet Technical Support

- Help Desk interface for customer feedback
- Metrics facilitate proactive technical support
- Referenced to applicable CASREP data
  - Cross-program inventory provides for quicker CASREP response
- Track equipment and components across Battlegroups and individual ships/commands

Technology Refreshment

- Database repository captures equipment/components across programs, systems and platforms
- Metrics may help indicate which components need upgrading
- Cost analyses for business case development

Thin Client

- Centralized administration
- Operate entire system through IE/Netscape
- Fast dial up
- Operate DB and all supporting s/w through web link, ISP or downloadable client
- Upgrades rapidly delivered across enterprise

Metrics

- Help Desk / Consolidated Call Center
  - Volume of traffic and issues handled by HD
  - Rate or volume of HD calls rcvd on a monthly basis
  - Avg time required for resolving HD trouble calls
- Distribution of trouble tickets
  - Hardware/equipment faults/failures
  - Software faults/failures
  - Issues and faults/failures per site
- Capture Lessons Learned

Current Users

PMW 161

ASIM, CAW, CTA, EKMS, HAG, IDS, NAC, NFSS, NIF, NKMS, NSM, PKI, SMG, SNS, TBAC, VAT, VPN

179-2

ADMS STEP, ANCC ATC, EMS, NOW, RED/BLACK SWITCH, SRCS, UHF SATCOM

179-3

AN/USQ-141, BFEM 66, DMR, DWTS, MINI-DAMA, SYNCGARS, TD-1271, TVS

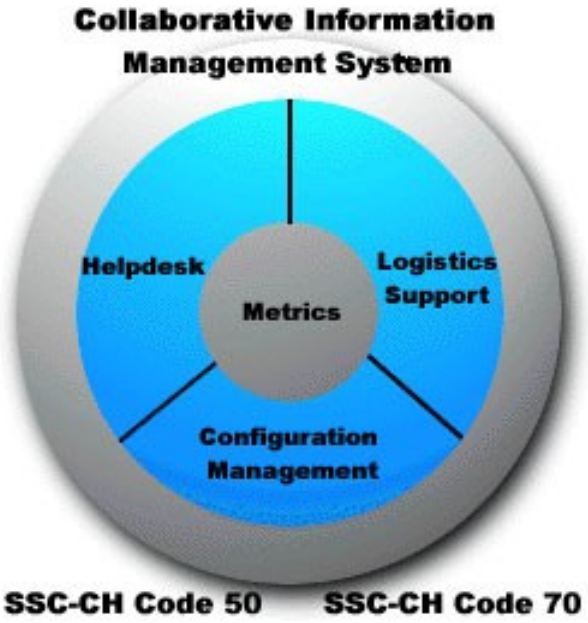
158-1

ADNS SHORE, NOC/JFTOC

NAVAIR

NFSS

Your Portal to the Future of Information Management



http://infosec.navy.mil/04/CIMS.html